Verizon Communications
1300 I Street NW, Suite 400W
Washington, DC 20005

August 2, 2001

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
Washington, DC 20554

RE: Application by Verizon New York Inc. for Authorization To Provide In-Region, InterLATA Services in State of Pennsylvania, Docket No. 01-138

Dear Ms. Salas:

In response to requests made by the CCB staff at the July 26, 2001 meeting, Verizon is providing the enclosed. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-1486.

Sincerely,

Clint E. Odom

Enclosure

cc: R. Tanner
B. Koerner
T. Hanbury
B. Childers
B. Olson
P. Shrinivasan
S. Pie

Pennsylvania
Carrier-to-Carrier Guidelines
Performance Standards and Reports

~~December 1, 2000~~ ~~January 30, 2001~~
February 5, 2001

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering EnView Additional Details
D	Local Number Portability Process
E	Enhanced 911 Database Updates
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INTRODUCTION

These "Pennsylvania Carrier-to-Carrier Guidelines Performance Standards and Reports" provide the measurements and performance standards that will be applicable to ~~Bell Atlantic~~Verizon—Pennsylvania, Inc. ("~~Bell Atlantic~~Verizon" or "~~BA~~VZ"). A statement of the measurements and standards, the measurement methodologies, and geographic reporting areas, is included. Also included are a glossary and appendices that provide explanatory material related to the measurements and standards. The appendices contain a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of ~~BA~~VZ retail services and the delivery of ~~BA~~VZ wholesale services.

~~BA~~VZ will prepare monthly performance reports setting forth the measured results for each metric. ~~BA~~VZ will furnish to the Pennsylvania Public Utility Commission ("Commission") the following reports: the report for ~~BA~~VZ Retail performance; the report for CLEC Aggregate performance; the report for ~~BA~~VZ Affiliate Aggregate performance; and, the report for ~~BA~~VZ Affiliate Specific performance. Upon request by an eligible Competitive Local Exchange Carrier ("CLEC"), ~~BA~~VZ will furnish to the CLEC the following reports: the report for ~~BA~~VZ Retail performance; the report for CLEC Aggregate performance; the report for CLEC Specific performance for that CLEC; and, the report for ~~BA~~VZ Affiliate Aggregate performance. A CLEC will be eligible to receive the reports if it has entered into one of the following types of service agreement with ~~BA~~VZ and the agreement between ~~BA~~VZ and the CLEC has been approved by the Commission: (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).

~~BA~~VZ will provide the reports to the Commission in a paper document and electronically (for instance, on computer disk(s) or an Internet site, as directed by the Commission). ~~BA~~VZ will initially provide the reports to CLECs on computer disk(s), but may elect to provide the reports by placing them on an Internet site. Reports will be provided in the format directed by the Commission.

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Pre-Ordering Interface

Definition:

Response time – The time, in seconds, that elapses from issuance of a query request to receipt of a response. For CLECs, this performance is measured through the access platform. For ~~BA~~VZ, this performance is measured directly to and from the Operations Support System ("OSS").

Metrics PO-1-01 through 06 – Average Response time – For each transaction type, the sum of all the response times for the successful transactions divided by the number of successful transactions.

Metric PO-1-07 – Average Response time – The sum of all the response times for the rejected queries divided by the number of rejected queries.

Response times will be measured and reported separately for each of the following: EDI and Web GUI.

Methodology:

EnView

Measurements for EDI and Web GUI will be performed by use of EnView (formerly Sentinel).[1] EnView is a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. Performance is evaluated on the basis of defined objectives for response time for each transaction type. EnView emulates the transactions of a ~~Bell Atlantic~~Verizon service representative using the OSS; and emulates a CLEC representative generating OSS transactions through the EDI or Web GUI access platform. By replicating the keystrokes of a representative, EnView measures transaction time from the point the "enter" key is hit until a response is received back on the display screen. A statistically valid sample size of ten transactions per hour per transaction type is taken from Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

EnView Successful Transactions – A pre-order response time transaction is considered "successful" by the EnView robot when a predefined response is received in a specific field and screen. The robot is coded to wait until the successful response is received. If it is not received within a predetermined amount of time, then a "time-out" is created. The time-out transaction is removed from the average response time queue for that transaction type and listed as a "time-out".

For EDI and Web GUI transactions, a request is sent to the interface. Each request has a unique name based on time and date. The robot monitors for a matching response, and identifies successful responses by the file extension name. The file extension varies according to whether the transaction is successful or experiences an error condition. (For instance, a successful response for an Address Validation request is identified by a file extension of ".adr.") The file is read to ensure that it starts and ends with the appropriate indicators for a successful transaction.

Errors are incomplete or invalid requests and are rejected. Errors are reported in Metric PO-1-07.

Time-outs are set at 330 seconds. Response times of less than 330 seconds are included in the measurement. Time-outs are set at long intervals to ensure that the measure includes long response times, but excludes transactions that will never complete. Time-outs are removed from the average response time queues. (Time-outs are monitored for OSS Interface Availability measurements.) ~~BA~~VZ will provide data showing the percentage of attempted transactions that time-out.

[1] EnView will be used to determine whether BA has met the Performance Standards for EDI for this Metric. However, for a period of three months after EnView measurement of EDI pre-order response times commences, BA will also report EDI pre-order response time results directly from the ECXpert production servers. During such three month period, the EDI pre-order response time results taken directly from the ECXpert production servers will not be used to determine whether BA has met the Performance Standards for EDI for this Metric.

Exclusions:

- Sunday, and Holidays, as well as hours outside of the normal Monday through Saturday reporting period (10 PM to 6 AM, Monday through Saturday).
- Response time aberrations occurring due to failures of the EnView robot or the network between EnView and EDI or Web GUI or between EnView and the ~~BA~~VZ OSS. (If response time aberrations occur due to failures of the EnView robot or the network between EnView and EDI or Web GUI or between EnView and the ~~BA~~VZ OSS, ~~BA~~VZ will note such failure times and report the failure times in a footnote on the report.

Performance Standard:

Metrics P0-1-01 through 07:

- EDI: Parity with ~~BA~~VZ Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)

- Web GUI:
  Parity with ~~BA~~VZ Retail plus not more than 7 seconds. (7-Second difference allows for variations in functionality and additional security requirements of interface.)[2]

[2] In accordance with the Commission's order of November 14, 2000, this standard will remain in effect until altered by the Commission.

Response Time OSS Pre-Ordering Interface (continued)		
Formula:		
(Sum of all Response Times from enter key to reply on screen for each transaction type) / (Number of simulated transactions for each transaction type)		
Report Dimensions:		
Company: • ~~BA~~VZ Retail • CLEC Aggregate		Geography: • PA and DE (combined data) • DC, MD, NJ, VA, WV
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of simulated CSR transactions.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of simulated Due Date Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of simulated Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Product & Service Availability.	Number of simulated Product & Service Availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of simulated TN Availability/Reservation transactions.
PO-1-06	**Average Response Time – Facility Availability (ADSL Loop Qualification) (Under Development—To be implemented for April, 2000 measurement period)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of simulated Loop Qualification transactions.

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of simulated rejected query transactions.

Note: In accordance with the Commission's orders of December 31, 1999, September 1, 2000, and November 14, 2000, except as otherwise directed by the Commission, no later than February 1, 2001, ~~BA~~VZ will implement measurement of "actual performance" for CLEC pre-ordering query response times.

Function:
PO-2 OSS Interface Availability
Definition:
"OSS Interface Availability" measures the time (measured in hours and minutes {as a percentage of an hour}) during which the electronic OSS Interface is actually available as a percentage of scheduled availability. ~~Bell Atlantic~~Verizon service representatives and CLEC service representatives obtain pre-ordering, ordering, provisioning and maintenance, information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to ~~Bell Atlantic~~Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface. Pre-Ordering Interface—Scheduled Availability • Prime Time: 6 AM to 10:00 PM ET – Monday through Saturday, excluding Holidays Maintenance Interface • Prime Time: 6 AM to 12:01 AM ET – Monday through Saturday, excluding Holidays • Non-Prime Time: 12:01 AM ET to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays Note: the number of hours of downtime will be noted in the reports under "observations". Separate measurements will be performed and reported for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding.

Methodology:

EDI and Web GUI

~~BA~~VZ will measure availability of the EDI and Web GUI interfaces based on: (a) EnView measurement; and, (b) out of service troubles reported by CLECs.

EnView: EnView measurement of availability of the EDI and Web GUI interfaces will be as follows:

The mechanized OSS Interface availability process is based on the transactions created by the EnView robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each of EDI, Web GUI and OSS. The hours of the day are divided into 10 minute measurement periods.

If an interface for any transaction type in a 10 minute measurement period has at least one successful transaction, then that interface is considered available. Unavailable time for an interface is calculated only when all transactions for the interface are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 10 minute measurement period is counted as "unavailable."

If it is determined that no transactions were issued, then the 10 minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem. ~~BA~~VZ will include in its reports, as a footnote, the number of 10 minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred.

Availability is calculated by dividing the total number of 10 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 10 minute measurement periods) into the number of periods with no successful transactions for the month, subtracting this from 1, and multiplying by 100. For example, there are potentially 2880 10 minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30 day month. If twelve 10 minute measurement periods lack successful transactions, then availability equals [1-(12/2880)] x 100 = 99.58% Availability.

CLEC Trouble Reporting: Out of service troubles must be reported by CLECs to ~~BA~~VZ's designated trouble reporting point in accordance with Appendix L.

Electronic Bonding

~~BA~~VZ will study the feasibility of implementing a mechanized means to measure availability of the Maintenance Electronic Bonding interface. Until mechanized measurement of availability of the Maintenance Electronic Bonding interface is operational, ~~BA~~VZ will measure availability of the Maintenance Electronic Bonding interface based on: (a) out of service troubles reported by CLECs; and, (b) outages that are identified by ~~BA~~VZ, but not reported by CLECs. Out of service troubles must be reported by CLECs to ~~BA~~VZ's designated trouble reporting point in accordance with Appendix L.

Trouble Logs

Upon request by a CLEC in accordance with Appendix M, ~~BA~~VZ will make available for inspection by the CLEC ~~BA~~VZ's logs of CLEC reports that an interface is not available.

Exclusions: PO-2 OSS Interface Availability

The following exclusions will apply with regard to troubles reported by CLECs:

- Troubles reported but not found.
- Troubles reported by a CLEC that were not reported to ~~BA~~VZ's designated trouble reporting point.

Performance Standard:

Metrics PO-2-01 and 03: No standard. Not included in Performance Assurance Plan Payments.

Metric PO-2-02: 99.5%.

Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.

Report Dimensions:

- Each OSS Interface serving Pennsylvania (Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for Pennsylvania but also for other states.)
- Each OSS Interface serving each of Delaware, the District of Columbia, Maryland, New Jersey, Virginia and West Virginia (Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions for multiple states.)

Sub-Metrics:

PO-2-01	**OSS Interface Availability – Total**	
Products	Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).	Number of Hours in Month.
PO-2-02	**OSS Interface Availability – Prime Time**	
Products	EDI Pre-Ordering Web GUI Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
PO-2-03	**OSS Interface Availability – Non-Prime Time**	
Products	Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	Numerator	Denominator
	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).	Number of Non-Prime Time Hours in Month.

Function:

PO-3 Contact Center Availability

Definition:

Contact Center Availability – Hours of operation of ~~BA~~VZ Centers supporting CLECs for ordering, provisioning, and billing (Telecom Industry Services Ordering Center ["TISOC"]), and maintenance (Regional CLEC Maintenance Center ["RCMC"]). Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume.

Speed of Answer.

TISOC

For a TISOC, calls will be measured as follows: (1) for a call placed by a CLEC representative to a ~~BA~~VZ call center's general access telephone number, the elapsed time from selection by a CLEC representative of a call direction option from the call management system menu that directs the CLEC call to a ~~BA~~VZ representative assigned to handling CLEC calls, until the CLEC call is answered by a ~~BA~~VZ representative; and, (2) for a call initially placed by a CLEC representative to a ~~BA~~VZ call center representative assigned to that CLEC at the ~~BA~~VZ representative's direct dial line, but which is unanswered and forwarded to a call management system menu offering the options of transferring the call to the next available representative or to voice mail, the elapsed time from when the CLEC representative directs that his/her call be transferred from the menu to the next available ~~BA~~VZ representative or to voice mail, until the call is answered by a ~~BA~~VZ representative or by voice mail.

RCMC

For an RCMC, calls will be measured as follows: the elapsed time from when a call by a CLEC representative enters the RCMC's call management system until the CLEC call is answered by a ~~BA~~VZ representative.

Exclusions:

Speed of Answer

- Calls directed to and answered by ~~BA~~VZ representatives assigned to the calling CLEC.
- Calls directed to voice mail when the voice mail system is not operating.

Performance Standard:

Metrics PO-3-01 and 03: No standard. Not included in Performance Assurance Plan Payments.

Metrics PO-3-02 and 04: 85% within 20 Seconds.

Center Hours of Operation: Not measured. Not included in Performance Assurance Plan Payments.

TISOC: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
Billing: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
GUI Navigation Help Desk: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
RCMC: 24 hours per day, seven days per week.

Report Dimensions:

- Each call center serving Pennsylvania (each TISOC serving Pennsylvania and each RCMC serving Pennsylvania) (Note, a ~~BA~~VZ call center may handle CLEC calls not only for Pennsylvania but also for other states. ~~BA~~VZ may combine measurement data for multiple states handled by a call center.)

Sub-Metrics		
PO-3-01	**Average Speed of Answering – Ordering**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-02	**% Answered within 20 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.
PO-3-03	**Average Speed of Answering – Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-04	**% Answered within 20 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
The percent of change management notices sent according to prescribed notification standards within prescribed timeframes. Includes the following: • Change Notification (Type 1 to 5) • Change Confirmation (Type 2 to 5)		
Exclusions:		
None.		
Performance Standard:		
PO-4-01: No standard. Not included in Performance Assurance Plan Payments. **PO-4-02:** 95% complying with the applicable minimum notice interval.		
Sub-Metrics		
Products	• Type 1 – Emergency Maintenance • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – ~~BA~~VZ Originated • Type 5 – CLEC Originated	
PO-4-01	**% Change Management Notices Sent on Time (Type 1-5, each type measured separately)**	
Calculation	**Numerator**	**Denominator**
	Number of changes requiring change management notice implemented in the reporting period for which notice was provided in accordance with the applicable minimum notice interval.	Total number of changes requiring change management notice implemented in the reporting period.
PO-4-02	**% Change Management Notices Sent on Time – Total (Type 1-5 combined)**	
Calculation	**Numerator**	**Denominator**
	Number of changes requiring change management notice implemented in the reporting period for which notice was provided in accordance with the applicable minimum notice interval.	Total number of changes requiring change management notice implemented in the reporting period.

Function:		
PO-5 Average Notification of Interface Outage		
Definition:		
The average amount of time that elapses between ~~BA~~VZ identification of an interface outage and ~~BA~~VZ notification to CLECs that an outage exists. Notice will be provided by electronic mail.		
Exclusions:		
• None.		
Performance Standard:		
Not more than: 20 minutes.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • ~~BA~~VZ South States (DC, DE, MD, NJ, PA, VA, WV) (combined data)	
Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Sum of date and time of outage notification to CLECs less date and time interface outage was identified by ~~BA~~VZ	Total number of interface outages for which notice was given

Function:		
PO-8 Manual Loop Qualification [3]		
Definition:		
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services *(e.g. 2W-xDSL)*, when such information is not available through an electronic database.		
Exclusions:		
None.		
Performance Standard:		
PO-8-01: 95% within 48 Hours PO-8-02: 95% within 72 Hours		
Sub-Metrics		
PO-8-01	**Average Response Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from receipt of request for Manual Loop Qualification to distribution of Loop Qualification information.	Number of Manual Loop Qualification transactions.
PO-8-02	**Average Response Time – Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from receipt of request for Engineering Record Request to distribution of Engineering Record.	Number of Engineering Record Request transactions.

[3] Requires development of a pre-order transaction before performance can be measured. Will be reported as UD until this transaction is completed. Pre-order transaction not yet scheduled. Performance otherwise captured in OR-1 and OR-2.

Ordering (OR)

Function:

OR-1 Order Confirmation Timeliness

Definition:

Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes {as a percentage of an hour}) between receipt of a valid Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp), or, for the IOF portion of an EEL order, a valid Access Service Request ("ASR"), and distribution of a service order confirmation.

A migration of less than 10 lines, where the lines are part of an account that includes 10 or more lines that must be rearranged, will be treated as an order for 10 or more lines.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing "Basic front-end edits"[4] are not placed on Completed PON Master File.

Interconnection Trunks:

Order Confirmation Response Time: The amount of elapsed time (in business days) between receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

Average Confirmation Response Time: The mean of all confirmation response times.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the time frames specified in the Performance Standards.

Exclusions:

Resale & UNE:

- ~~BA~~VZ Test Orders[5]
- Resent confirmations that are resent for reasons other than ~~BA~~VZ error. (Errors do not include, inter alia, changes in due date and customer availability.)
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- Also excluded for Metrics OR-1-01 and 02, Service Order Processor ("SOP") scheduled down-time: 11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday. For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with the ~~BA~~VZ Change Management Guidelines.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Report Dimensions:

[4] Basic front-end edits – see Glossary.
[5] BA Test Orders – see Glossary.

Company: • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State

Performance Standard: OR-1 Order Confirmation Timeliness		
Metrics OR-1-02, 04, 06, 08, 10, 12 and 13: 95% On Time according to schedule below. **Metrics OR-1-01, 03, 05, 07, 09 and 11:** No standard. Not included in Performance Assurance Plan Payments.		
Resale:	UNE:	Interconnection Trunks (CLEC to ~~BA~~VZ):
Electronically Submitted Orders: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex ~~(2 Wire Digital Services, 2 Wire xDSL Services)~~ (requiring manual loop qualification):* • *2 Wire xDSL Services (Orders with < 6 lines): 72 hours* • *2 Wire xDSL Services (Orders with ≥ 6 lines) : 72 hours* • 2 Wire Digital Services: (Orders with < ~~10~~ 6 Lines): 72 Hours • 2 Wire Digital Services (Orders with ≥ ~~10~~ 6 Lines): 72 Hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours[6] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex ~~(2 Wire Digital Services, 2 Wire xDSL Services;)~~ (requiring manual loop qualification):* • Orders with < ~~10~~ 6 Lines: 72 Hours • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • (Orders with ≥ ~~10~~ 6 Lines: 72 Hours • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours[7] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** CLEC to ~~BA~~VZ Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days Design Layout Record • ≤ 192 Forecasted Trunks: 11 Business Days

[6] Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

[7] Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics		
OR-1-01	**Average Local Service Request Confirmation (LSRC) Time (Flow-Through)**[8]	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all LSRs that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.

[8] BA will add the following types of orders if they flow-through: 2 Wire Digital Services requiring loop qualification, 2 Wire xDSL Services requiring loop qualification, and Special Services. However, manual intervention is currently required for these services for loop qualification or design.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-03	**Average LSRC Time < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) * • 2 Wire xDSL Line Sharing (Requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 10 lines electronically submitted, by product group.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.
OR-1-04	**% On Time LSRC < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire x DSL Services (requiring loop qualification) ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.
OR-1-05	**Average LSRC Time ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**

	Sum of confirmation date and time less order submission date and time for all orders with 10 or more lines electronically submitted, by product group.	Total number of electronic LSRs for 10 or more lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring Loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring Loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for 10 or more lines confirmed for specified product.
OR-1-07	**Average LSRC Time < 10 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3)	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ ServicesLoops (requiring loop qualification) ~~2 Wire xDSL Line Sharing (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 10 lines submitted by fax, by product group.	Total number of faxed LSRs for less than 10 lines confirmed for specified product.
OR-1-08	**% On Time LSRC < 10 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) ~~2 Wire xDSL Services) (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3)	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**

	Number of faxed LSRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed LSRs for less than 10 lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-09	**Average LSRC Time ≥ 10 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with 10 or more lines submitted by fax, by product group.	Total number of faxed LSRs for 10 or more lines confirmed for specified product.
OR-1-10	**% On Time LSRC ≥ 10 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of faxed LSRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product	Total number of faxed LSRs for 10 or more lines confirmed for specified product.
OR-1-11	**Average Firm Order Confirmation (FOC) Time**	
Products	Trunks: • CLEC to ~~BA~~VZ Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Sum of order confirmation date and time less submission date and time for trunk orders.	Count of orders confirmed with 192 or less trunks that are not designated projects.[9]
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC to ~~BA~~VZ Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**

[9] Projects—see Glossary.

	Count of orders confirmed within 10 Business days	Count of orders confirmed with 192 or less trunks that are not designated projects.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC to ~~BA~~VZ Trunks	
Calculation	**Numerator**	**Denominator**
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed

Function:

OR-2 Reject Timeliness

Definition:

Resale and UNE

Reject Response Time:
The amount of elapsed time (in hours and minutes {as a percentage of an hour}) between receipt of a Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp) and distribution of a service order reject or query (a "Reject").

Average Reject Response Time:
The mean of all reject response times associated with a product group.

Percent of Orders Rejected On Time:
The percentage of orders rejected within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Interconnection Trunks:

Reject Response Time: The amount of elapsed time (in business days) between receipt of an Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a reject or query (a "Reject").

Average Reject Response Time: The mean of all reject response times.

Percent of Orders Rejected On Time: The percentage of orders rejected within the time frames specified in the Performance Standards.

Exclusions:

- ~~BA~~VZ Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- Also excluded for Metrics OR-2-01 and 02, Service Order Processor ("SOP") scheduled down-time: 11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday. For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with the ~~BA~~VZ Change Management Guidelines.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

Metrics OR-2-02, 04, 06, 08, 10 and 12: 95% On Time according to schedule below.

Metrics OR-2-01, 03, 05, 07, 09 and 11: No standard. Not included in Performance Assurance Plan Payments.

Resale:	UNE:	Interconnection Trunks (CLEC to ~~BA~~VZ):
Electronically Submitted Orders: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex ~~(2 Wire Digital Services, 2 Wire xDSL Services)~~ (requiring manual loop qualification):* • *2 Wire xDSL Services (Orders with < 6 lines): 72 hours* • *2 Wire xDSL Services (Orders with ≥ 6 lines) : 72 hours* • 2 Wire Digital Services (Orders with < ~~10~~ 6Lines): 72 Hours • 2 Wire Digital Services Orders with ≥ ~~10~~ 6 Lines: 72 Hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours[10] **Faxed/Mailed Orders:** Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring manual loop qualification):* • Orders with < ~~10~~ 6 Lines: 72 Hours • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Orders with ≥ ~~10~~ 6 Lines: 72 Hours • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours[11] **Faxed/Mailed Orders:** Add 24 Hours to intervals above	**Electronically Submitted Orders:** CLEC to ~~BA~~VZ Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• State

[10] Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

[11] Also includes orders requiring facility verification as specified in the BA Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Average Local Service Request (LSR) Reject - Time (Flow-Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all orders that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-03	**Average LSR Reject Time < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.
OR-2-04	**% On Time LSR Reject < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	**Numerator**	**Denominator**

	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-05	**Average LSR Reject Time ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-06	**% On Time LSR Reject ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL ~~Services~~ Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	**Numerator**	
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-07	**Average LSR Reject Time < 10 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for less than 10 lines for specified product.	Total number of LSRs submitted by fax for less than 10 lines rejected for specified product.

OR-2-08	% On Time LSR Reject < 10 Lines (Fax)	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for orders with less than 10 lines for specified product.	Total number of LSRs submitted by fax for less than 10 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-09	**Average LSR Reject Time ≥ 10 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for 10 or more lines for specified product.	Total number of LSRs submitted by fax for 10 or more lines rejected for specified product.
OR-2-10	**% On Time LSR Reject ≥ 10 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification ~~2 Wire xDSL Services (requiring loop qualification)~~ • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for orders with 10 or more lines for specified product.	Total number of LSRs submitted by fax for 10 or more lines rejected for specified product.
OR-2-11	**Average Trunk ASR Reject Time**	
Products	Trunks: • CLEC to ~~B~~AVZ Trunks	
Calculation	**Numerator**	**Denominator**
	Sum of reject date less submission date for rejected Access Service Requests for trunk orders with 192 or less forecasted trunks.	Count of rejected trunk orders for 192 or less forecasted trunks.
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC to ~~B~~AVZ Trunks	
Calculation	**Numerator**	**Denominator**
	Count of rejected trunk orders that meet reject trunk standard (10 Business days).	Count of rejected trunk orders for 192 or less forecasted trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
Percent Rejects: The percentage of orders received (including supplements and re-submissions) by ~~Bell Atlantic~~Verizon that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission of or error in required order information. The percent reject measure is reported against all order transactions processed in EDI and Web GUI, not just those with associated CRIS completions. Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.		
Exclusions:		
• ~~BA~~VZ Test Orders • CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders		
Performance Standard:		
No standard. Not included in Performance Assurance Plan Payments.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all rejected LSR/ASR[12] transactions (records with REJECT-DATE1 of ORDERING-MASTER-REC > 0 for specified product).	Total number of LSR/ASR[13] records with unique PONs (STATE-CD + CLEC-ID + PON) for specified product.

[12] Local Service Request/Access Service Request
[13] Local Service Request/Access Service Request

Function:

OR-4 Timeliness of Completion Notification

Definition:

Resale & UNE:

Completion Notification Response Time:
The elapsed time between the actual order completion in the Service Order Processor System ("SOP") and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Under ~~BA~~VZ's current process, for UNE and Resale orders received via EDI or Web GUI, completion notifications are delivered electronically via the same interface.

Average Completion Notification Response Time For Resale and UNE:
The mean of all completion notification response times associated with a product group.

Percent On Time:
The percentage of completion notifications sent within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Exclusions:

- ~~BA~~VZ Test Orders
- Orders submitted by a means other than EDI or Web GUI (e.g., faxed or mailed orders).
- Service Order Processor ("SOP") scheduled down-time: 11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday. For significant SOP releases, such as NPA splits, these SOP down-times may be extended. CLECs will be provided advance notice of such extensions in accordance with the ~~BA~~VZ Change Management Guidelines.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

Metric OR-4-01: No standard. Not included in Performance Assurance Plan Payments.

Metric OR-4-02: 97% within two (2) hours after SOP completion.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• State

Sub-Metrics

OR-4-01	**Completion Notice – Average Response Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of SOP notification date and time less SOP completion date and time for specified product.	Total number of SOP completion notices for specified product.

Sub-Metrics (continued) Timeliness of Completion Notification		
OR-4-02	**Completion Notice – % On Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of SOP completion notices where notice occurs within two (2) hours after SOP completion for specified product.	Number of PONs for specified product with ON-TIME-SOP NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.

Function:

OR-5 Percent Flow-Through

Definition:

Total Flow-Through: The percentage of valid orders received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a ~~BA~~VZ service representative to type an order into the Service Order Processor. This is also known as "ordering" flow-through.

Simple Flow Through: The percentage of valid orders for Basic POTS Services (excludes Centrex and Complex) received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention.

A summary of order types that are designed to Flow-Through for CLECs is included in Appendix G. Orders designed to Flow-Through may also fall out. Non-Flow Through orders include orders where there are other pending orders on the same line and manual intervention is required to ensure that the correct action is taken.

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on Completed PON Master File.

Exclusions:

- ~~BA~~VZ Test Orders
- Orders that are not submitted through a ~~BA~~VZ electronic ordering interface (e.g., orders submitted by U.S. Mail, private delivery service, or Fax)
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

No Standard. Not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

OR-5-01	**% Flow Through – Total**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR[14] records (orders) for specified product.
OR-5-02	**% Flow Through – Simple**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product (less CENTREX, Complex and Specials).	Total number of LSR/ASR[15] records (orders) for specified product (less CENTREX, Complex and Specials).

[14] Local Service Request/Access Service Request
[15] Local Service Request/Access Service Request

Function:

OR-6 Order Accuracy

Definition:

Order accuracy is defined as the percentage of orders completed as ordered by the CLEC. Two dimensions will be measured. The first is a measure of orders without ~~BA~~VZ errors (Metric OR-6-01). The second measure is focused on the percentage of fields that are populated correctly (Metric OR-6-02).

Local Service Request Confirmation ("LSRC") accuracy is also measured. (Metric OR-6-03).

Methodology:

Order Accuracy: ~~BA~~VZ will use a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each Business day for Resale and UNE, respectively) will be pulled. ~~BA~~VZ will compare required fields on the latest version of the LSR to the completed ~~Bell Atlantic~~Verizon service order(s).[16]

The fields that will be reviewed by ~~BA~~VZ will include, but not be limited to:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for Specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Application Date
- Due Date
- Remarks (if applicable)

Exclusions:

- Orders that are entered by the CLEC and flow through.
- Orders that are submitted via fax, when electronic capability is available.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

Metric OR-6-01: 95% of orders without ~~BA~~VZ errors.

Metrics OR-6-02: No standard. Not included in Performance Assurance Plan Payments. (Covered by Metric OR-6-01.)

Metric OR-6-03: Not more than 5% of LSRCs resent due to ~~BA~~VZ error.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

[16] BA will correct service order errors discovered by it in performing measurements under this Metric OR-6. BA will notify the applicable CLEC of such a correction.

Sub-Metrics		
OR-6-01	**% Accuracy - Orders**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Count of Orders Sampled less Orders with ~~BA~~VZ Errors for specified product.	Count of Orders Sampled for specified product.
OR-6-02	**% Accuracy – Opportunities**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Count of Fields Sampled less fields with ~~BA~~VZ errors for specified product.	Count of fields sampled for specified product.
OR-6-03	**% Accuracy – Local Service Request Confirmation**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Count of LSRCs resent due to ~~BA~~VZ error	Count of LSRCs

Function:

OR-7 % Order Confirmation/Rejects Sent Within 3 Business Days

Definition:

The percent of LSRs confirmed or rejected by ~~BA~~VZ within 3 business days of receipt as a percent of total LSRs received.

An LSR will be deemed to have been received by ~~BA~~VZ through EDI if the LSR is received by ~~BA~~VZ's NetLINK system (prior to decryption, parsing and translation of the LSR). The time stamp for receipt of the LSR will be applied after decryption, parsing and translation of the LSR. If processing of the LSR is delayed in ~~BA~~VZ's NetLINK system prior to application of the time stamp for receipt of the LSR and the LSR is "re-flowed" by ~~BA~~VZ, ~~BA~~VZ will adjust the time stamp to show the time when, in the absence of the delay, the time stamp would have been applied.

An LSR confirmation or reject will be deemed to have been sent by ~~BA~~VZ through EDI when the confirmation or reject is sent by ~~BA~~VZ's NetLINK system (following translation and encryption of the confirmation or reject).

Applies to orders submitted via EDI.

Note: This is a measure of completeness, not timeliness.
Source: Master PON File.

Exclusions:

- An LSR that is cancelled prior to confirmation or rejection, if the CLEC's cancellation notice was received by ~~BA~~VZ within three (3) business days after ~~BA~~VZ's receipt of the LSR.
- LSRs that were Supplemented prior to confirmation or rejection.
- Edit Rejects (negative 997s) that would not be eligible for confirmation or rejection.
- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• State

Performance Standard

Metric OR-7-01: 95%.

Sub-Metrics

OR-7-01		
Products	Resale: • POTS	UNE: • POTS Platform • POTS Loop/LNP (combined data)
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations plus rejections sent within 3 business days of LSR submission.	Total LSRs received during the reporting period.

Note: Measurement for a CLEC under this metric will commence within two months after the CLEC migrates to the use of NetLINK.

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An LSR will be deemed to have been received by ~~B~~AVZ through EDI when the LSR is received by ~~B~~AVZ's NetLINK system (prior to decryption, parsing and translation of the LSR). An acknowledgement will be deemed to have been sent by ~~B~~AVZ through EDI when the acknowledgement is sent by ~~B~~AVZ's NetLINK system (following translation and encryption of the acknowledgment). An electronic acknowledgement indicates that the file has met basic edits with valid and complete data and will be processed by ~~B~~AVZ. Applies to orders submitted via EDI.		
Exclusions		
• Orders submitted through Web GUI Interface. • Orders not submitted electronically. • CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Performance Standard		
Metric OR-8-01: 95% within 2 hours.		
Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgments sent within 2 hours of LSR receipt.	Total number of LSR acknowledgements.

Note: Measurement for a CLEC under this metric will commence within two months after the CLEC migrates to the use of NetLINK.

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
Order Acknowledgment Completeness: The number of LSR acknowledgments sent the same day as the LSR is received as a percent of total LSRs received. Both positive and negative acknowledgements are included in the measurement. An LSR will be deemed to have been received by ~~BA~~VZ through EDI when the LSR is received by ~~BA~~VZ's NetLINK system (prior to decryption, parsing and translation of the LSR). The acknowledgement will be deemed to have been sent by ~~BA~~VZ through EDI when the acknowledgement is sent by ~~BA~~VZ's NetLINK system (following translation and encryption of the acknowledgment). Applies to orders submitted via EDI. LSRs received after 10:00 p.m. Eastern Time are considered received the next day.		
Exclusions:		
• Orders submitted through Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files.[17] • Acknowledgements in unreadable files reported to ~~BA~~VZ by CLECs.[18] • CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgments sent the same day as LSR received.	Total number of LSRs received in the calendar month reporting period.

Note: Measurement for a CLEC under this metric will commence within two months after the CLEC migrates to the use of NetLINK.

[17] Unreadable files will be retained by BA for a period of at least three (3) years.

[18] Unreadable files reported to BA by a CLEC will be retained by the CLEC for a period of at least three (3) years.

Provisioning (PR)

Function:
PR-1 Average Interval Offered
Definition:
POTS and Specials: "Average Interval Offered" is also known as the "average appointed interval". The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. All orders received after the "cut-off" time shown in the ~~BA~~VZ Product Interval Guide are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service will be the same as the "cut-off" time for a ~~BA~~VZ Retail order for the analogous ~~BA~~VZ Retail service. *Complex* Orders include: Two wire digital services (Basic Rate ISDN) and Two Wire xDSL services. Specials Orders include: All Designed circuits, 4 wire circuits (including Primary Rate ISDN and 4 wire xDSL services), all DS0, DS1 and DS3 circuits. EEL and IOF will be reported separately. Trunks: The average number of business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and due date committed to on firm order confirmation.
Exclusions:
• ~~BA~~VZ Test Orders. • Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code). • ~~Bell Atlantic~~Verizon Administrative orders.[19] • Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). • Additional Segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole). • Suspend for non-payment and associated restore orders.[20] • CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders For 2 wire Digital and 2 wire xDSL Services (Loops and Line sharing): • Orders requiring manual loop qualification. Note orders requiring manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required) ~~Orders missed due to facility reasons~~
Performance Standard:
Resale: Parity with ~~BA~~VZ Retail. UNE: Parity with ~~BA~~VZ Retail. Except for xDSL Loops ~~and xDSL Line Sharing~~ – No Standard. The published interval for (1) to (5) xDSL Loops is six (6) business days (pre-qualified) Trunks: Parity with ~~BA~~VZ Retail.
Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials, IOF and EEL: State • Trunks: State

[19] BA Administrative Orders – See Glossary
[20] See Glossary.

Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	**Average Interval Offered – Total No Dispatch**		
Products	*Retail/VADI*[21]*:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops [22] • 2 Wire xDSL Line Sharing • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for Orders without an outside dispatch in Product Groups	Count of Orders without an outside dispatch in Product Groups	
PR-1-02	**Average Interval Offered – Total Dispatch**		
Products	*Retail/VADI*[23]*:* • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials	*Resale:* • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for Orders with an outside dispatch in Product Groups.	Count of Orders with an outside dispatch in Product Groups.	
PR-1-03	**Average Interval Offered – Dispatch (1-5 Lines)**		
Products	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.	Count of POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.	
PR-1-04	**Average Interval Offered – Dispatch (6-9 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.	Count of POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.	

[21] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
[22] If VADI does not purchase Loops, Line sharing performance will be reported
[23] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.	Count of POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.	
PR-1-06	**Average Interval Offered – DS0**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for Special Services orders for DS0 services.	Count of Special Services orders for DS0 services.	
PR-1-07	**Average Interval Offered – DS1**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for Special Services orders for DS1 services.	Count of Special Services orders for DS1 services.	
PR-1-08	**Average Interval Offered – DS3**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for Special Services orders for DS3 services.	Count of Special Services orders for DS3 services.	
PR-1-09	**Average Interval Offered – Total**		
Products	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks (≤ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to ~~BA~~VZ Trunks: • Interconnection Trunks (≤ 192 Forecasted Trunks) • Interconnection Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for product group orders.	Count of orders for product group.	

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-10	**Average Interval Offered – Disconnects – No Dispatch**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for product group no dispatch disconnect (D & F) orders.	Count of orders for product group.	
PR-1-11	**Average Interval Offered – Disconnects – Dispatch**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed due date less application date for product group dispatch disconnect (D&F) orders.	Count of orders for product group.	

Function:

PR-2 Average Interval Completed

Definition:

POTS and Specials: The average number of business days between order application date and completion date. The application date is the date that a valid service request is received. For CLECs, the completion date is the date on which ~~BA~~VZ provides notice of work completion to the CLEC. For ~~BA~~VZ Retail, the completion date is as follows: (1) if ~~BA~~VZ has adopted a measured practice of giving notice of completion to ~~BA~~VZ Retail customers, the completion date is the date on which the notice is provided; or, (2) if ~~BA~~VZ has not adopted a measured practice of giving notice of completion to ~~BA~~VZ Retail customers, the completion date is the date on which the work is completed.

All orders received after the "cut-off" time shown in the ~~BA~~VZ Product Interval Guide are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service will be the same as the "cut-off" time for a ~~BA~~VZ Retail order for the analogous ~~BA~~VZ Retail service.

Orders sent by fax are considered received 24 hours later.

Coordinated Cut-over (Hot Cut) Loop orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on the due date to test and accept, ~~BA~~VZ will complete the order. (Any problems with the loop subsequent to this completion should be entered into RETAS as a trouble. If the trouble cannot be entered, due to order processing, the CLEC should call into the ~~BA~~VZ center (RCCC) where the trouble will be tracked. CLECs should provide serial number to ~~BA~~VZ at turn-up for documentation.)

Trunks: The average amount of time in business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and date order is completed and customer is notified. Measures service orders completed between the measured dates.

Exclusions:

- ~~BA~~VZ Test Orders
- Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code).
- ~~Bell Atlantic~~Verizon Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Trunks: Excludes projects, reciprocal trunks from ~~BA~~VZ to the CLEC, and new connect orders for CLECs initially establishing service in a ~~BA~~VZ central office.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

For 2 wire Digital and 2 wire xDSL Services (Loops and Line sharing):

- Orders requiring manual loop qualification. Note orders requiring manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required)
- Orders missed due to facility reasons

Performance Standard:

Resale: Parity with ~~BA~~VZ Retail.
UNE: Parity with ~~BA~~VZ Retail. Except for xDSL Loops ~~and xDSL Line Sharing~~ – No Standard. The published interval for (1) to (5) xDSL Loops is six (6) business days (pre-qualified)
Trunks: Parity with ~~BA~~VZ Retail.

Report Dimensions	
Company: • ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials, IOF and EEL: State • Trunks: State

Sub-Metrics – PR-2 Average Interval Completed			
PR-2-01	**Average Interval Completed – Total No Dispatch**		
Products	*Retail/VADI*[24]*:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for Orders without an outside dispatch in Product Groups	Count of orders for Orders without an outside dispatch in Product Groups	
PR-2-02	**Average Interval Completed – Total Dispatch**		
Products	*Retail/VADI*[25]*:* • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials	*Resale:* • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for Orders with an outside dispatch in Product Groups.	Count of orders for Orders with an outside dispatch in Product Groups.	
PR-2-03	**Average Interval Completed – Dispatch (1-5 Lines)**		
Products	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.	
PR-2-04	**Average Interval Completed - Dispatch (6-9 Lines)**		

[24] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

[25] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	

Sub-Metrics – PR-2 Average Interval Completed(continued)			
PR-2-05	**Average Interval Completed - Dispatch (≥ 10 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.	
PR-2-06	**Average Interval Completed – DS0**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for Special Services DS0 Orders.	Count of orders for Special Services DS0 Orders.	
PR-2-07	**Average Interval Completed – DS1**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for Special Services DS1 Orders.	Count of orders for Special Services DS1 Orders.	
PR-2-08	**Average Interval Completed – DS3**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for Special Services DS3 Orders.	Count of orders for Special Services DS3 Orders.	
PR-2-09	**Average Interval Completed – Total**		
Products	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks (≤ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to ~~BA~~VZ Trunks: • Interconnection Trunks (≤ 192 Forecasted Trunks) • Interconnection Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for orders within product groups.	Count of orders for orders within product groups.	
PR-2-10	**Average Interval Completed – Disconnects – No Dispatch**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for product group no dispatch disconnect (D&F) orders.	Count of no dispatch disconnect orders for product group.	

Sub-Metrics – PR-2 Average Interval Completed (continued)			
PR-2-11	**Average Interval Completed – Disconnects – Dispatch**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of completion date less application date for product group dispatch disconnect (D&F) orders.	Count of dispatch disconnect orders for product group.	

Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:

For POTS orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.

Exclusions:

- ~~BA~~VZ Test Orders.
- Disconnect Orders.
- Orders where customers request a due date that is greater than or less than the standard available appointment interval (X or S Appointment Code).
- ~~Bell Atlantic~~Verizon Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

For 2 wire Digital and 2 wire xDSL Services (Loops and Line sharing):

- Orders requiring manual loop qualification. Note orders requiring manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required) (This exclusion does not apply to PR-3-11)
- Orders missed due to facility reasons

Performance Standard:

Resale: Parity with ~~BA~~VZ Retail.
UNE: Parity with ~~BA~~VZ Retail.
PR-3-10 (xDSL Loops): 95%
PR-3-03 (xDSL Line Sharing): Parity with VADI [26]

This metric is not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS: Philadelphia, Eastern-South, Eastern-North, Central, Western

Products (For all PR-3 except PR-3-03 and PR-3-11)	*Retail:*	*Resale:*	*UNE:*
	• POTS – Total	• POTS – Total	• POTS – Platform & Other (UNE Switch & INP) (combined data)

Sub-Metrics

PR-3-01	**% Completed in 1 Day (1-5 Lines - No Dispatch)**	
Calculation	**Numerator**	**Denominator**

[26] Line Sharing Intervals are 3 business days in Pennsylvania. The 4 and 5 day measures would not apply.

	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-02	**% Completed in 2 Days (1-5 Lines - No Dispatch)**	
Calculation	**Numerator**	**Denominator**
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines)(continued)			
PR-3-03	**% Completed in 3 Days (1-5 Lines - No Dispatch)**		
Products	*Retail/VADI*[27]*:* • POTS – Total • 2 Wire xDSL Line Sharing	*Resale:* • POTS – Total	*UNE:* • POTS – Platform & Other (UNE Switch & INP) (combined data) • 2 Wire xDSL Line Sharing
Calculation	**Numerator**	**Denominator**	
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	
PR-3-04	**% Completed in 1 Day (1-5 Lines - Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-05	**% Completed in 2 Days (1-5 Lines – Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-06	**% Completed in 3 Days (1-5 Lines – Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-07	**% Completed in 4 Days (1-5 Lines - Total)**		
Calculation	**Numerator**	**Denominator**	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 4 or fewer days.	Count of POTS orders with 1 to 5 lines.	
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.	
PR-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	

[27] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

PR-3-10	% Completed in 6 Days (1-5 Lines - Total)		
Products	*Retail/VADI*[28]*:* • POTS – Total • 2 Wire Digital (ISDN) • 2 Wire xDSL Loops	*Resale:* • POTS – Total	*UNE:* • POTS – Platform & Other (UNE Switch & INP) (combined data) • 2 Wire Digital Services • 2 Wire xDSL Loops
Calculation	**Numerator**	**Denominator**	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 6 or fewer days.	Count of POTS orders with 1 to 5 lines.	
PR-3-11	% Completed in 9 Days (1-5 Lines - Total) [29]		
Products	*Retail/ VADI*[30]*:* • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	*UNE:* • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**	**Denominator**	
	Count of DSL~~POTS~~ orders with 1 to 5 lines where completion date less application date is ~~6~~9 or fewer days.	Count of DSL~~POTS~~ orders with 1 to 5 lines.	

[28] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

[29] This metric will be removed when the pre-order transaction for manual loop qualification (PO-8)is implemented.

[30] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Function:

PR-4 Missed Appointments

Definition:

% Missed Appointment: The percentage of orders completed after the commitment date due to ~~BA~~VZ reasons.

% Missed Appointment – Trunks: The percentage of trunks completed for which there was a missed appointment due to ~~BA~~VZ reasons.

Hot Cut Measurements: Except for Metric PR-4-08, Hot Cut measurements have been transferred to Metric PR-9.

Exclusions:

- ~~BA~~VZ Test Orders
- Disconnect Orders
- ~~Bell Atlantic~~Verizon Administrative orders
- Additional Segments[31] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- For Metrics other than PR-4-03 and 08, orders completed after the due date due to CLEC or end user delay.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

For PR-4-04 and PR-4-14 (2 wire Digital and 2 wire xDSL Services (Loops and Line sharing)):

- Orders missed due to facility reasons

Performance Standard:

Metrics PR-4-01, 02, 04, 05, 09, 10 and 11: Parity with ~~BA~~VZ Retail.

Metric PR-4-06 ("Hot Cuts"): Deleted.

Metric PR-4-07 LNP: 95% on Time.

Metrics PR-4-03 and 08: No standard. Not included in Performance Assurance Plan Payments.
Metric PR-4-02 for 2 wire xDSL Loops – Parity with Retail Specials DS0
Metric PR-4-04 for 2 wire xDSL Loops: 5%
Metric PR-4-14: 95%

Report Dimensions:

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials, EEL and IOF: State • Trunks: State

[31] Segments – See Glossary

Sub-Metrics				
PR-4-01	**% Missed Appointment – ~~Bell Atlantic~~Verizon – Total**			
Description	The Percent of Orders completed after the commitment date due to ~~Bell Atlantic~~Verizon reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to ~~Bell Atlantic~~Verizon Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-02	**Average Delay Days – Total**			
Description	For orders missed due to ~~Bell Atlantic~~Verizon reasons, the average number of days between committed due date and actual work completion date.			
Products	Retail/*VADI*[32]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials – Total • Specials DS0 • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~□2 Wire xDSL Services~~ • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of the completion date less due date for orders missed due to ~~Bell Atlantic~~Verizon reasons by product group.		Count of orders missed for ~~Bell Atlantic~~Verizon reasons, by product group.	
PR-4-03	**% Missed Appointment – Customer**			
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay. (See Appendix B for customer miss codes)			
Products	Retail/*VADI*[33]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~□2 Wire xDSL Services~~ • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • EEL • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	

[32] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

[33] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (CISR_MAC ='SA','SR','SO','SL') for product group	Count of Orders Completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-04	**% Missed Appointment – ~~Bell Atlantic~~Verizon – Dispatch**		
Description	The Percent of Dispatched Orders completed after the commitment date, due to ~~Bell Atlantic~~Verizon reasons.		
Products	Retail/*VADI*[34]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: •POTS—Platform • POTS—Loop – New •— • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to ~~Bell Atlantic~~Verizon Reasons (CISR_MAC like 'C*') for product group.		Count of Dispatched Orders Completed for product group.
PR-4-05	**% Missed Appointment – ~~Bell Atlantic~~Verizon – No Dispatch**		
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to ~~Bell Atlantic~~Verizon reasons.		
Products	Retail/*ADI*[35]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform •— • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to ~~Bell Atlantic~~Verizon Reasons (CISR_MAC like 'C*') for product group.		Count of No Dispatch Orders Completed for product group.
PR-4-06	**Deleted**		

[34] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

[35] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-07	**% On Time Performance – LNP Only**	
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due time and disconnect is completed on or after the frame due time, but on the due date. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
Products	UNE: • LNP	
Calculation	**Numerator**	**Denominator**
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)
PR-4-08	**% Missed Appointment – Customer – Due to Late Order Confirmation**	
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS—Platform • POTS—Loop – Hot Cut • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~ Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	**Numerator**	**Denominator**
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (for late Order Confirmation) for product group	Count of Orders Completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments				
PR-4-09	**% Missed Appointment – ~~Bell Atlantic~~Verizon – Standard Interval (W Coded) Orders –Total**			
Description	The Percent of Orders completed after the commitment date due to ~~Bell Atlantic~~Verizon reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to ~~Bell Atlantic~~Verizon Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-10	**% Missed Appointment – ~~Bell Atlantic~~Verizon – Standard Interval (W Coded) Orders – Dispatch**			
Description	The Percent of Dispatched Orders completed after the commitment date, due to ~~Bell Atlantic~~Verizon reasons.			
Products	Retail/*VADI*[36]: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS—Loop – New • • 2 Wire Digital Services • 2 Wire xDSL Services	
Calculation	**Numerator**		**Denominator**	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to ~~Bell Atlantic~~Verizon Reasons (CISR_MAC like 'C*') for product group.		Count of Dispatched Orders Completed for product group.	
PR-4-11	**% Missed Appointment – ~~Bell Atlantic~~Verizon – Standard Interval (W Coded) Orders – No Dispatch**			
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to ~~Bell Atlantic~~Verizon reasons.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Services	
Calculation	**Numerator**		**Denominator**	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to ~~Bell Atlantic~~Verizon Reasons (CISR_MAC like 'C*') for product group.		Count of No Dispatch Orders Completed for product group.	
PR-4-14	% Completed on Time – 2 Wire xDSL Loops			

[36] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Description	% of 2 Wire xDSL Loops completed on time. Complete per Verizon and CLEC. A 2 wire xDSL Loop order is considered completed on time if: • For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or: • For CLECS that do not provide serial numbers; Verizon completed the service on the due date.	
Products	UNE: • 2 Wire xDSL Loops	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the due date	Number of completed orders.

Function:

PR-5 Facility Missed Orders

Definition:

% Facility Miss: The percentage of orders completed after the commitment date, where the cause of the delay is lack of ~~BA~~VZ facilities.

% Facility Orders > 15 or 60 Days: The percentage of orders missed for lack of ~~BA~~VZ facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.

Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay is lack of ~~BA~~VZ facilities.

Exclusions:

- ~~BA~~VZ Test Orders
- Disconnect Orders
- ~~Bell Atlantic~~Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

Parity with ~~BA~~VZ Retail.

Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State

Sub-Metrics

PR-5-01	**% Missed Appointment – ~~Bell Atlantic~~Verizon – Facilities**			
Description	The Percent of Dispatched Orders completed after the commitment date, due to lack of ~~Bell Atlantic~~Verizon facilities.			
Products	Retail/*VADI*[37]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks[38]
Calculation	**Numerator**		**Denominator**	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to ~~Bell Atlantic~~Verizon Facility Reasons for product group.		Count of Dispatched Orders Completed for product group.	

[37] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

[38] CLEC Trunks – See Glossary

Sub-Metrics (continued) Facility Missed Orders				
PR-5-02	**% Orders Held for Facilities > 15 Days**			
Description	The Percent of Dispatched Orders completed more than 15 days after the commitment date, due to lack of ~~Bell Atlantic~~Verizon facilities.			
Products	Retail/*VADI*[39]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks[40]
Calculation	**Numerator**		**Denominator**	
	Count of Dispatched Orders where the completion date less due date is more than 15 days for ~~Bell Atlantic~~Verizon Facility Reasons for product group.		Count of Dispatched Orders Completed for product group.	
PR-5-03	**% Orders Held for Facilities > 60 Days**			
Description	The Percent of Dispatched Orders completed more than 60 days after the commitment date, due to lack of ~~Bell Atlantic~~Verizon facilities.			
Products	Retail/*VADI*[41]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks[42]
Calculation	**Numerator**		**Denominator**	
	Count of Dispatched Orders where the completion date less due date is more than 60 days for ~~Bell Atlantic~~Verizon Facility Reasons for product group		Count of Dispatched Orders Completed for product group.	

[39] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
[40] CLEC Trunks – See Glossary
[41] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
[42] CLEC Trunks – See Glossary

Function:

PR-6 Installation Quality

Definition:

Metrics PR-6-01 and 02: The percentage of lines/circuits/trunks installed where a trouble was reported, found in the ~~BA~~VZ network, and closed, within 30 days (and within 7 days for POTS services) of order completion. Includes Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

Metric PR-6-03: The percentage of lines/circuits/trunks installed where a trouble was reported, was not found in the ~~BA~~VZ network, and was closed, within 30 days of order completion. Includes disposition codes 09 (Found OK/Test OK) and 12 (CPE).

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders
- From PR-6-01 (xDSL): CLECs that do not participate in cooperative testing
- Also excluded for Metrics PR-6-01 and 02:
  - Customer Premises Equipment ("CPE") troubles.
  - Troubles reported but not found (Found OK/Test OK).

Performance Standard:

Metrics PR-6-01 and 02: Parity with ~~BA~~VZ Retail.
For Metric PR-6-01 (2 Wire xDSL Loops): Retail comparison is POTS
Metric PR-6-03: No standard. Not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**			
Description	The percentage of lines/circuits/trunks installed where a trouble was reported, found in the ~~BA~~VZ network, and closed, within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail/*VADI*[43]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS – Loop • POTS – Platform • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	

[43] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles closed in the reporting month with installation activity within 30 days prior to trouble report close.	Total Lines with installation activity within the reporting month.

Sub-Metrics (continued) Installation Quality				
PR-6-02	**% Installation Troubles reported within 7 Days**			
Description	The percentage of lines/circuits/trunks installed where a trouble was reported, found in the ~~BA~~VZ network, and closed, within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail: • POTS	Resale: • POTS	UNE: • POTS – Loop – Total • POTS – Platform	
Calculation	**Numerator**		**Denominator**	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles closed in the reporting month with installation activity within 7 days prior to trouble report close.		Total Lines with installation activity within the reporting month.	
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**			
Description	The percentage of lines/circuits/trunks installed where a trouble was reported, was not found in the ~~BA~~VZ network, and was closed, within 30 days of order completion. Includes disposition codes 09 (Found OK/Test OK) and 12 (CPE).			
Products	Retail/*VADI*[44]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS – Loop • POTS – Other • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Not Found, Test OK and CPE troubles closed in the reporting month with installation activity within 30 days prior to trouble report close.		Total Lines with installation activity within the reporting month.	

[44] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Function:

PR-7 Jeopardy Reports

Definition:

The percent of orders completed or canceled identified with a jeopardy condition.

Exclusions:

- ~~BA~~VZ Test Orders
- Disconnect Orders
- ~~Bell Atlantic~~Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete or canceled.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• State

Performance Standard:

95% on time in accordance with the schedule below:[45]

Jeopardy Status Notification:

Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time)

- Resale and UNE
  - Where the jeopardy condition is due to a lack of ~~BA~~VZ facilities and the jeopardy condition is known to ~~BA~~VZ at least 48 hours before the due date, the jeopardy notice will be given at least 48 hours before the due date.
  - Where the jeopardy condition is due to a ~~BA~~VZ condition other than a lack of facilities and the jeopardy condition is known to ~~BA~~VZ at least 24 hours before the due date, the jeopardy notice will be given at least 24 hours before the due date.
- Interconnection Trunks
  - Where the jeopardy condition is known to ~~BA~~VZ at least two days before the due date, the jeopardy notice will be given at least two days before the due date.

Sub-Metrics

PR-7-01	**% Orders with Jeopardy Status**	
Products	UNE: • EEL	
Calculation	**Numerator**	**Denominator**
	Count of EEL orders with jeopardy status	Total EEL orders completed or canceled

[45] If BA adopts a practice of giving Jeopardy Notices to BA Retail customers who purchase retail services that are analogous to the services covered by this metric, the standard would be "Parity with BA Retail".

Function:

PR-8 Open Orders in a Hold Status

Definition:

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period. An "open order" is a valid order that has not been completed or canceled. Open orders in a "hold status" include: (1) open orders that have passed the originally committed completion date due to ~~BA~~VZ reasons; and, (2) open orders that have not been assigned a completion date due to ~~BA~~VZ reasons. Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to ~~BA~~VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to ~~BA~~VZ reasons will commence with the application date (application date = Day 0).

Exclusions:

- ~~BA~~VZ Test Orders.
- Disconnect Orders.
- ~~Bell Atlantic~~Verizon Administrative orders.
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are complete or canceled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay.
- Orders that at the request of the CLEC or ~~BA~~VZ Retail customer have not been assigned a completion date.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

Parity with ~~BA~~VZ Retail. Retail Comparison for DSL Loops is DS0.

Report Dimensions

Company	Geography
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials, EEL and IOF: State • Trunks: State

Sub-Metrics				
PR-8-01	**Open Orders in a Hold Status > 30 Days**			
Products	Retail/*VADI*[46]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days		Total number of orders completed in the reporting period	
PR-8-02	**Open Orders in a Hold Status > 90 Days**			
Products	Retail/*VADI*[47]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days		Total number of orders completed in the reporting period	

[46] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
[47] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Function:

PR-9 Hot Cuts

Definition:

Metric PR-9-01: This metric measures the percentage of UNE loop Hot Cut orders completed within the cut-over window.

Methodology:

~~BA~~VZ calculates On Time Performance for Hot Cuts using WFA. Time stamps for framework start and stop times and translation start and stop times will be used to ensure work is completed according to prescribed requirements.

- Two work types are used in WFA-DI
  - NDSUB – for pre-wire and testing CLEC dial-tone on DD-2
  - NDSCT – for performing "hot cut" on DD
  - Note: Separate work requests will be created for RCMAC

The work requests include combined order number, lead CKID, number of ckts/segments, NPA-NXX, and commitment date & time.

Exclusions:

- ~~BA~~VZ Test Orders
- ~~Bell Atlantic~~Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Metrics PR-9-02, 03, 06 and 07: Orders that are not complete. (Orders are included in the month that they are complete.)
- Metrics PR-9-01, 04 and 05: Orders that are not (1) complete or (2) canceled by CLEC during or after a defective cut. (Orders are included in the month that they are (1) complete or (2) canceled by CLEC during or after a defective cut.)

Performance Standard:

Metric PR-9-01: 95% completed within Cut-Over Window.

Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:
1 to 9 lines: 1 Hour
10 to 49 lines: 2 Hours
50 to 99 lines: 3 Hours
100 to 199 lines: 4 Hours
200 or more lines: 8 Hours
If IDLC is involved – 4 Hour Window (8 AM to 12 Noon or 1 PM to 5 PM)[48]

Metrics PR-9-02 through PR-9-10: No standard. Not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• Hot Cut Loops: Philadelphia, Eastern-South, Eastern-North, Central, Western

Sub-Metrics

Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)
PR-9-01	**% On Time Performance – Hot Cut**
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met. Orders canceled by CLEC during or after a defective cut are also considered not met.

[48] Only applicable if BA notified CLEC by 2:30 PM on DD-2 that the service was on IDLC.

Calculation	**Numerator**	**Denominator**
	Count of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of Hot Cut (coordinated loop) orders (with or without number portability) completed.
PR-9-02	**% Early Cuts – Lines**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-03	**% Early Cuts – Orders**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-04	**% Defective Cuts – Lines**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-05	**% Defective Cuts – Orders**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-06	**% Late Cuts – Lines**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-07	**% Late Cuts – Orders**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-08	**Average Duration of Service Interruption**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-09	**Frequency of Service Interruption**	
Description		
Calculation	**Numerator**	**Denominator**
PR-9-10	**% Supplemented or Canceled Orders at ~~BA~~VZ Request**	
Description		
Calculation	**Numerator**	**Denominator**

Note:

~~BA~~VZ will submit a revised Metric PR-9 when Hot Cut metrics are finalized in New York.

Maintenance and Repair (MR)[49]

Function:		
MR-1 Response Time OSS Maintenance Interface		
Definition:		
"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. Response times will be measured and reported separately for each of the following: Web GUI and Electronic Bonding.		
Exclusions:		
• CLEC Complex Create Trouble transactions.		
Methodology:		
For ~~BA~~VZ retail representatives: Actual response times reported by Caseworker. For CLEC representatives: Actual response times reported by RETAS.		
Performance Standard:		
Web GUI: Parity with ~~BA~~VZ Retail plus not more than 7 seconds. Electronic Bonding: Parity with ~~BA~~VZ Retail plus not more than 4 seconds.		
Report Dimensions		
Company: • ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Create Trouble transactions.	Number of Create Trouble transactions.
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Status Trouble transactions.	Number of Status Trouble transactions

[49] Note: ~~Bell Atlantic~~Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in Appendix A.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Modify Trouble transactions	Number of Modify Trouble transactions
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Request Cancellation of Trouble transactions.	Number of Request Cancellation of Trouble transactions
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Trouble Report History transactions.	Number of Trouble Report History transactions
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Test Trouble transactions.	Number of Test Trouble transactions

Function:

MR-2 Trouble Report Rate

Definition:

Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the ~~BA~~VZ network, per 100 lines/circuits/trunks in service. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5).

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

Exclusions:

All Metrics:

- Except MR-2-04, Subsequent reports (additional customer calls while the trouble is pending).
- Troubles reported on ~~BA~~VZ official (administrative) lines.
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Metrics MR-2-01, 02, 03 and 04:

- Customer Premises Equipment (CPE) troubles.
- Troubles reported but not found (Found OK and Test OK).

Excluded from MR-2-02 and MR-2-03 for 2 Wire xDSL Loops and Line sharing:

- Installation Troubles

Performance Standard:

Metrics MR-2-01, 02 and 03:
Parity with ~~BA~~VZ Retail.
(CLEC Trunks Retail Equivalent = IXC FGD Trunks.)

Metric MR-2-04:
No standard. Not included in Performance Assurance Plan Payments.

Metric MR-2-05:
Parity with ~~BA~~VZ Retail.
(Note: For CLEC troubles, a not found trouble is coded as CPE.)

Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State

Sub-Metrics – Trouble Report Rate				
MR-2-01	**Network Trouble Report Rate – Total**			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
POTS:	Count of all trouble reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	
MR-2-02	**Network Trouble Report Rate – Loop**			
Products	Retail/*VADI*[50]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service	
MR-2-03	**Network Trouble Report Rate – Central Office**			
Products	Retail/*VADI*[51]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service	
MR-2-04	**% Subsequent Reports**			
Description	Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)			
Products	Retail/*VADI*[52]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	

[50] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
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[52] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)	Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)

MR-2-05	% CPE/TOK/FOK Trouble Report Rate		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail/*VADI*[53]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	**Numerator**	**Denominator**	
	Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)	Count of Lines in service	

[53] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Function:

MR-3 Missed Repair Appointments

Definition:

The percentage of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

For Submetric MR-3-03:
"CPE" is defined as trouble reports with Disposition Codes 12 and 13.
"Test OK" ("TOK") and "Found OK" ("FOK") are defined as trouble reports with Disposition Codes 07, 08 and 09. (Note: For CLEC troubles, a not found trouble is coded as CPE.)

Exclusions:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval.
- Subsequent reports (additional customer calls while the trouble is pending).
- Except for MR-3-03, Customer Premises Equipment (CPE) troubles.
- Except for MR-3-03, troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Performance Standard:

MR-3-01, 02 and 03:
Parity with ~~BA~~VZ Retail.

Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western

Sub-Metrics			
MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail/*VADI*[54]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS-Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).		Count of Loop Troubles (disposition codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail/*VADI*[55]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).
MR-3-03	**% Missed Repair Appointment — CPE /TOK/FOK**		
Products	Retail/*VADI*[56]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing
Calculation	**Numerator**		**Denominator**
	Count of CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09), where clear time is greater than commitment time (missed appointments (M=X))		Count of all CPE (disposition Code 12/13), Test OK, and Found OK troubles (disposition codes 07, 08 and 09)

[54] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified
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[56] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Function:

MR-4 Trouble Duration Intervals

Definition:

Metrics MR-4-01 through MR-4-03—Mean Time to Repair (MTTR): For Network Trouble reports for the ~~BA~~VZ Network, the average duration time (measured in hours and minutes {as a percentage of an hour}) from trouble receipt to trouble clearance. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4). "Central Office" is defined as Central Office troubles (Disposition Code 5).

For POTS and Complex-type services this is measured on a "running clock" ("Run clock") basis.[57] Run clock includes weekends and holidays.

For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, ~~BA~~VZ is awaiting carrier acceptance, or ~~BA~~VZ is denied access).

Out of Service Intervals: The percent of Network Troubles for the ~~BA~~VZ Network that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into ~~BA~~VZ's designated trouble reporting interface either directly by the CLEC or by a ~~BA~~VZ representative upon notification. Includes weekends and holidays. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where the trouble completion code indicates that a trouble was found within the ~~Bell Atlantic~~Verizon network (trbl_cd is "FAC" or "CO").

Trouble Clear Date and Time for Metric MR-4: For CLECs, the trouble clear date and time is the date and time on which ~~BA~~VZ provides notice of trouble clearance to the CLEC. For ~~BA~~VZ Retail, the trouble clear date and time is as follows: (1) if ~~BA~~VZ has adopted a measured practice of giving notice of trouble clearance to ~~BA~~VZ Retail customers, the trouble clear date and time is the date and time on which the notice is provided; or, (2) if ~~BA~~VZ has not adopted a measured practice of giving notice of trouble clearance to ~~BA~~VZ Retail customers, the trouble clear date and time is the date and time on which the trouble clearance work is completed.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

[57] "Run clock" is a measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble report was received.

Performance Standard:	
Parity with ~~BA~~VZ Retail.	
Report Dimensions	
Company: • ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State

Sub-Metrics				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail/*VADI*[58]: • POTS • 2 Wire Digital Services ~~□2 Wire xDSL Services~~ • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~□2 Wire xDSL Services~~ • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services ~~□2 Wire xDSL Services~~ • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks–excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	
MR-4-02	**Mean Time To Repair – Loop Trouble**			
Products	Retail/*VADI*[59]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loop • 2 Wire xDSL Line Sharing • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~□2 Wire xDSL Services~~ • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)	
MR-4-03	**Mean Time To Repair – Central Office Trouble**			
Products	Retail/*VADI*[60]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~□2 Wire xDSL Services~~	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing	
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition code 05)	

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MR-4-04	% Cleared (all troubles) within 24 Hours			
Products	Retail/*VADI*[61]: • POTS/~~Complex (combined data)~~ • 2 Wire Digital Services (ISDN) • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS/~~Complex (combined data)~~ • 2 Wire Digital Services (ISDN) • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours		Count of central office and loop troubles (disposition codes 03, 04 and 05)	

[61] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-05	**% Out of Service > 2 Hours**			
Products	Retail: • IXC FGD Trunks		Trunks: • CLEC Trunks	
Calculation	**Numerator**		**Denominator**	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of out of service trunk troubles (Loop & CO).	
MR-4-06	**% Out of Service > 4 Hours**			
Products	Retail: • ~~POTS/Complex (combined data)~~ • Specials • IXC FGD Trunks	Resale: • ~~POTS/Complex (combined data)~~ • Specials	UNE: • POTS—Platform • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.		Count of out of service troubles (Loop & CO).	
MR-4-07	**% Out of Service > 12 Hours**			
Products	Retail/*VADI*[62]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~• 2 Wire xDSL Services~~ • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of out of service troubles (Loop & CO) .	
MR-4-08	**% Out of Service > 24 Hours**			
Products	Retail/*VADI*[63]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~• 2 Wire xDSL Services~~ • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks

[62] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

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Calculation	Numerator	Denominator
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Count of out of service troubles (Loop & CO).

Function:

MR-5 Repeat Trouble Reports

Definition:

Metric MR-5-01—The percent of all trouble reports (Disposition Codes ≤ 13) closed that have an additional ("repeat") trouble report closed within 30 days that is found to be a ~~BA~~VZ network trouble (Disposition Codes 3, 4, or 5). A "repeat" trouble report is defined as a trouble on the same line/circuit/trunk as a previous ("original") trouble report within the last 30 calendar days. The 30 calendar day period is measured from close of the "original" trouble report to close of the "repeat" trouble report. A CLEC trouble report is "closed" when ~~BA~~VZ has given notice that the trouble has been cleared.

Exclusions:

- CLEC Aggregate excludes Separate Data Affiliate (Verizon Advanced Data Incorporated (VADI) Orders

Excluded from the "original" trouble reports are:

- Troubles reported by ~~Bell Atlantic~~Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from the "repeat" trouble reports are:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by ~~Bell Atlantic~~Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with ~~BA~~VZ Retail.

Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Philadelphia, Eastern-South, Eastern-North, Central, Western • Specials: State • Trunks: State

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail/*VADI*[64]: • POTS • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services ~~2 Wire xDSL Services~~ • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL ~~Services~~Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks[65]
Calculation	Numerator		Denominator	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes ≤ 13)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

[64] VADI will be used as the surrogate for retail for xDSL Services, unless otherwise specified

[65] CLEC Trunks – See Glossary

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage
Definition:
The percentage of Final Trunk Groups that exceed the applicable blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of ~~BA~~VZ trunk groups exceeding the applicable blocking design threshold will be reported. Tables specify the blocking threshold (Service Threshold) under which ~~Bell Atlantic~~Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. Blocking thresholds are determined based on the design standard for the final trunk group (B.01 or B.005 design standard, as applicable). Common final trunks carry local traffic between ~~BA~~VZ end offices and ~~BA~~VZ access tandems. Dedicated final trunks carry local traffic from a ~~BA~~VZ access tandem to a CLEC. A "Trunk Group" is a set of trunks, traffic engineered as a unit for the establishment of connections between switching systems, in which all of the paths are interchangeable.
Exclusions:
Trunks not included: • IXC Dedicated Trunks • Dedicated Trunks carrying only IXC traffic • Common Trunks carrying only IXC traffic If a blocking cause listed below occurred, the following blocked trunks will be excluded: • Trunks blocked due to CLEC network failure • Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk • Trunks blocked where CLEC completion of an order for augmentation is overdue • Trunks blocked where CLEC has not responded to or has denied ~~BA~~VZ request for augmentation • Trunks blocked due to other CLEC trunk network rearrangements Trunks that block as a result of CLEC failure to timely provide to ~~BA~~VZ accurate forecasts of trunking requirements.[66]
Performance Standard:
Metrics NP-1-01, 02 and 03: No standard. Not included in Performance Assurance Plan Payments. (Note: Because Common trunks carry both retail and CLEC traffic, there will be parity with ~~BA~~VZ Retail on common trunks.) **Metric NP-1-04 – Dedicated Final Trunks:** For individual trunk groups carrying traffic between ~~BA~~VZ and a CLEC, ~~BA~~VZ will provide an explanation (and an action plan if necessary) on individual trunk groups blocking for two months consecutively. An individual trunk group should not be blocked for three consecutive months. A service inquiry report will be filed by ~~BA~~VZ whenever performance is less than 3% for three (3) consecutive months (i.e., whenever a trunk group blockage is greater than 3% for three (3) consecutive months). Not included in Performance Assurance Plan Payments.

[66] The trunk forecast methodology will be set out in the BA "CLEC Handbook".

Report Dimensions		
Company: • ~~BA~~VZ Common Final Trunks • CLEC Aggregate – Dedicated Final Trunks • CLEC Specific – Dedicated Final Trunks • ~~BA~~VZ Affiliate Aggregate – Dedicated Final Trunks • ~~BA~~VZ Affiliate Specific – Dedicated Final Trunks	Geography: • State	
Products	Retail: • ~~BA~~VZ Common Final (Local) Trunks	Trunks: • ~~BA~~VZ to CLEC Trunks

Sub-Metrics NP-1 Percent Final Trunk Group Blockage		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month, exclusive of trunks that block due to CLEC network problems.	Total number of final trunk groups
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
NP-1-03	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 2 Months**	
Calculation	**Numerator**	**Denominator**
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable
NP-1-04	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 3 Months**	
Calculation	**Numerator**	**Denominator**
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable

NP-2 COLLOCATION PERFORMANCE

~~BA~~VZ will propose a Collocation Performance metric based upon the provisions of ~~BA~~VZ's Collocation Tariff as approved by the Commission following completion of the Commission's collocation proceeding.

Function:

NP-5 Network Outage Notification

Definition:

This metric measures the percentage of network outage event notices that are transmitted within 30 minutes after the responsible ~~BA~~VZ work center has determined that a network outage event notice is needed and has commenced the notice process. The measured notices include notices that are sent by electronic mail.

The events that ~~Bell Atlantic~~Verizon reports to CLECs include the following:

911: Any disruption of ~~BA~~VZ 911 service regardless of duration.

IOF/Transport: Failure of one or more T3s for 30 minutes or more. Failure of one or more T3s that support TSP rated services (Defense or FAA Government critical circuits), for 15 minutes or more.

Switch: Total switch failure for two minutes or more. Partial switch failure involving 5000 or more lines for 30 minutes or more.

Signaling: SS7 node isolation for five minutes or more. STP or SCP down for two hours or more.

Power: Any power failure resulting in a major service interruption.

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption.

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports.

Exclusions:

- Notices for CLECs which elect to receive notices on a delayed basis.
- Notice to a CLEC which is not ready to receive the notice.
- Fax notices.

Performance Standard:

Parity with ~~BA~~VZ Retail.

Report Dimensions

Company:	Geography:
• ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• State

Sub-Metrics:

NP-5-01	% of Network Outage Notices Sent Within 30 Minutes	
Calculation	**Numerator**	**Denominator**
	Number of network outage notices in the reporting period that are transmitted within 30 minutes.	Total number of network outage notices in the reporting period.

Function:		
NP-6 NXX Updates		
Definition:		
This metric measures the percentage of NXX updates that were installed by the Local Exchange Routing Guide ("LERG") effective date. This metric will be measured and reported on a calendar quarterly basis and will be included in Performance Assurance Plan Payment calculations for the final month of the quarter.		
Exclusions:		
• None.		
Performance Standard:		
Parity with ~~B~~AVZ Retail.		
Report Dimensions		
Company: • ~~B~~AVZ Retail • CLEC Aggregate • CLEC Specific • ~~B~~AVZ Affiliate Aggregate • ~~B~~AVZ Affiliate Specific	Geography: • State	
Sub-Metrics:		
NP-6-01	% of NXX Updates Installed by the LERG Effective Date	
Calculation	**Numerator**	**Denominator**
	Number of NXX updates in the reporting period that were installed by the LERG effective date.	Total number of NXX updates in the reporting period.

Function:

NP-7 Timeliness of Response to Request to Order ~~BA~~VZ to CLEC Trunks

Definition:

Metric NP-7-01—Response Timeliness: This metric measures the percentage of ~~BA~~VZ to CLEC interconnection trunks that a CLEC, using an electronic mail Trunk Group Service Request, has requested ~~BA~~VZ to order from the CLEC for which ~~BA~~VZ has provided a response by the due date. Responses may include an ASR ordering the trunks, a notice declining to order the trunks, or a notice seeking more information as to the need for the trunks. For the purposes of this Metric NP-7-01, the due date will be deemed to be: (1) for requests to order 192 or less trunks to augment existing trunk groups, except where a different due date is agreed to by ~~BA~~VZ and a CLEC, 10 business days after ~~BA~~VZ has received from the CLEC an electronic mail Trunk Group Service Request for ~~BA~~VZ to order ~~BA~~VZ to CLEC interconnection trunks from the CLEC; and, (2) for requests to order new trunk groups and requests to order more than 192 trunks to augment existing trunk groups, a date to be negotiated by ~~BA~~VZ and the CLEC.

Exclusions:

- None.

Performance Standard:

No standard. Not included in Performance Assurance Plan Payments.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• State

Sub-Metrics:

NP-7-01		
Calculation	**Numerator**	**Denominator**
	Number of CLEC requested ~~BA~~VZ to CLEC interconnection trunks for which a ~~BA~~VZ response was due in the reporting period and the response was provided by the due date.	Total number of CLEC requested ~~BA~~VZ to CLEC interconnection trunks for which a ~~BA~~VZ response was due in the reporting period.

Billing Performance (BI)

Function:
BI-1 Timeliness of Daily Usage Feed
Definition:
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed ("DUF"). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and Holiday usage is captured on the next Business day. Usage for all CLECs is collected at the same time as ~~BA~~VZ's. The "transmission" date will be: (1) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is ready to receive the transmission, the date the usage data is transmitted from ~~BA~~VZ to the CLEC; (2) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is not ready to receive the transmission, the date ~~BA~~VZ is ready to transmit the usage data; and, (3) for usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service, the date the usage data is delivered by ~~BA~~VZ to the U.S. Postal Service or private delivery service. If a CLEC elects to receive its usage data both electronically via telecommunications and on a Tape Cartridge, ~~BA~~VZ will measure only the time to provide the usage data electronically via telecommunications.
Exclusions:
• None
Formula:
[(Total usage records in "y" business days) / (Total usage records on file)] x 100 (note: y = 3, 4, 5 or 8)
Performance Standard:
Metrics BI-1-01, 03 and 04: No standard. Not included in Performance Assurance Plan Payments. **Metric BI-1-02:** 95% of DUF in 4 Business Days.[67]
Report Dimensions
Company: • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific Geography: • State

[67] This standard applies to both usage data that is sent electronically via telecommunications (Connect: Direct) and usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service.

Sub-Metrics		
BI-1-01	**% DUF in 3 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-02	**% DUF in 4 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-03	**% DUF in 5 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-04	**% DUF in 8 Business Days**	
Calculation	**Numerator**	**Denominator**
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percentage of CRIS paper carrier bills and CABS paper carrier bills sent to the carrier within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
• A bill whose transmission is delayed at the request of the billed carrier.		
Formula:		
[(Number of bills sent within 10 business days) / (Number of bills sent)] x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	**Numerator**	**Denominator**
	Count of carrier bills sent to CLEC within 10 business days of bill date.	Count of Carrier Bills distributed

Function:
BI – 3 Billing Accuracy
Definition:
The percentage of carrier bill ~~B~~AVZ charges (as shown on CRIS paper bill) adjusted due to billing errors.
Exclusions:
• Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, Performance Assurance Plan Payments, out of service credits, special promotional credits.
Performance Standard:
Metric BI-3-01: Parity with ~~B~~AVZ Retail (excluding charges adjusted due to billing errors resulting from order activity post completion discrepancies). **Metric BI-3-02:** No standard. Not included in Performance Assurance Plan Payments.
Report Dimensions
Company: • ~~B~~AVZ Retail • CLEC Aggregate • CLEC Specific • ~~B~~AVZ Affiliate Aggregate • ~~B~~AVZ Affiliate Specific Geography: • State

Sub-Metrics		
BI-3-01	**% Billing Adjustments**	
Calculation	**Numerator**	**Denominator**
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-02	**% Billing Adjustments – Number of Adjustments**	
Calculation	**Numerator**	**Denominator**
	Count of adjustments for billing errors	Total Bills

Function:

BI – 4 DUF Accuracy

Definition:

Metric BI-4-01: This measure captures the accuracy of the usage records transmitted from ~~BA~~VZ to the CLEC on the Daily Usage Feed ("DUF"). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to ~~BA~~VZ within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.

In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Assurance Plan Payments purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).

Metric BI-4-02: This metric measures the percentage of corrected usage records that were transmitted to the CLEC on or before the due date. For the purposes of this metric, a corrected usage record will be deemed to be due 30 days after the date on which the CLEC reported to ~~BA~~VZ that the original usage record did not have complete information content or proper formatting.

Exclusions:

For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to ~~BA~~VZ by CLEC within thirty (30) days after CLEC receipt of the usage record.

For Metric BI-4-02, any corrected usage record that corrects an inaccurate usage record (a usage record that did not have complete information content or proper formatting) that was reported to ~~BA~~VZ by the CLEC more than thirty (30) days after the CLEC's receipt of the inaccurate usage record.

Formula:

Metric BI-4-01: [(Number of usage records delivered in the reporting period that had complete information content and proper formatting) / (Total number of usage records delivered in the reporting period)] x 100

Metric BI-4-02: [(Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date) / (Total number of corrected usage records due in the reporting period)] x 100

Performance Standard:

Metric BI-4-01: 95%

Metric BI-4-02: No standard. Not included in Performance Assurance Plan Payments.

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• State

Sub-Metrics

BI-4-01	**% Usage Accuracy**	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

BI-4-02	% Corrected Usage Records Delivered On-Time	
Calculation	Numerator	Denominator
	Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date	Total number of corrected usage records due in the reporting period

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by ~~BA~~VZ six months after the date of entry of the order.

Function:
BI – 5 Accuracy of Mechanized Bill Feed
Definition:
This measure captures the accuracy of the mechanized bill feed for CRIS bills. The measure is derived by dividing the total number of mechanized bill feed files delivered in the reporting period that had complete information content and proper formatting by the total number of files delivered in the reporting period. The CLEC must report to ~~BA~~VZ within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting. In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Assurance Plan Payments purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).
Exclusions:
Any file with incomplete information content or improper formatting not reported to ~~BA~~VZ by CLEC within thirty (30) days after CLEC receipt of the file.
Formula:
[(Total number of files delivered in the reporting period that had complete information content and proper formatting) / (Total number of files delivered in the reporting period)] x 100
Performance Standard:
95%
Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	• State

Sub-Metrics

BI-5-01	**% Accuracy of Mechanized Bill Feed**	
Calculation	Numerator	Denominator
	Total number of files delivered in the reporting period that had complete information content and proper formatting	Total number of files delivered in the reporting period

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by ~~BA~~VZ six months after the date of entry of the order.

Function:		
BI – 6 Completeness of Usage Charges		
Definition:		
This measure captures the completeness of ~~BA~~VZ usage charges and ~~BA~~VZ usage billing errors that are itemized by date on the CRIS paper bill. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill. For ~~BA~~VZ Retail, ~~BA~~VZ may elect to perform this measurement by using a statistically valid sampling methodology.		
Exclusions:		
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Usage charges shown on the bill that were recorded during the last two billing cycles) / (Total usage charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-6-01: No standard. Not included in Performance Assurance Plan Payments. Metric BI-6-02: Parity with ~~BA~~VZ Retail.		
Report Dimensions:		
Company: • ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-6-01	**% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02	**% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by ~~BA~~VZ six months after the date of entry of the order.

Function:
BI – 7 Completeness of Fractional Recurring Charges
Definition:
This measure captures the completeness of ~~BA~~VZ fractional recurring charges shown on the CRIS paper bill. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill. A "fractional recurring charge" is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15th day of a 30 day bill cycle). For ~~BA~~VZ Retail, ~~BA~~VZ may elect to perform this measurement by using a statistically valid sampling methodology.
Exclusions:
Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.
Formula:
[(Fractional recurring charges shown on the bill that accrued in the last two billing cycles) / (Total fractional recurring charges shown on the bill)] x 100
Performance Standard:
Metric BI-7-01: No standard. Not included in Performance Assurance Plan Payments. Metric BI-7-02: Parity with ~~BA~~VZ Retail.

Report Dimensions:	
Company: • ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State

Sub-Metrics		
BI-7-01	**% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	**% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by ~~BA~~VZ six months after the date of entry of the order.

Function:		
BI – 8 Non-Recurring Charge Completeness		
Definition:		
This measure captures the completeness of ~~B~~AVZ non-recurring charges shown on the CRIS paper bill. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill. For ~~B~~AVZ Retail, ~~B~~AVZ may elect to perform this measurement by using a statistically valid sampling methodology.		
Exclusions:		
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
Formula:		
[(Non-recurring charges shown on the bill that accrued in the last two billing cycles) / (Total non-recurring charges shown on the bill)] x 100		
Performance Standard:		
Metric BI-8-01: No standard. Not included in Performance Assurance Plan Payments. **Metric BI-8-02:** Parity with ~~B~~AVZ Retail.		
Report Dimensions:		
Company: • ~~B~~AVZ Retail • CLEC Aggregate • CLEC Specific • ~~B~~AVZ Affiliate Aggregate • ~~B~~AVZ Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-8-01	**% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02	**% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

Note:

The Commission's order in Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (12/31/99), provides for this metric to be implemented by ~~B~~AVZ six months after the date of entry of the order.

Operator Services and Databases (OD)

Function:

OD-1 Operator Services – Speed of Answer

Definition:

Measures speed of answer for operator services and directory assistance.

Exclusions:

- None

Performance Standard:

Initial Measurement Period (the first six months after these Guidelines become effective): No standard. Not included in Performance Assurance Plan Payments.

After the Initial Measurement Period:

- **Metrics OD-1-01 and 02:** No standard. Not included in Performance Assurance Plan Payments.
- **Metrics OD-1-03 and 04:** Parity with ~~BA~~VZ Retail and 95% within 30 seconds.

Report Dimensions

Company:	Geography:
• ~~BA~~VZ/CLEC Aggregate (combined data)	• Measured and reported for each ~~BA~~VZ operator service center and ~~BA~~VZ directory assistance center, serving CLEC Pennsylvania customers.

Sub-Metrics

OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to operator service (0) from time call enters queue until call is answered by operator	Number of calls to operator services answered
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time for calls to Directory Assistance from time call enters queue until call is answered by operator.	Number of calls to Directory Assistance answered
OD-1-03	**% Calls Answered in 30 Seconds – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Number of calls to operator service answered within 30 seconds after the call enters queue	Number of calls to operator services answered
OD-1-04	**% of Calls Answered in 30 Seconds – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Number of calls to Directory Assistance answered within 30 seconds after the call enters queue	Number of calls to Directory Assistance answered

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard Master Street Address Guide ("MSAG"): No standard (the MSAG is provided to ~~BA~~VZ by the applicable municipality and its accuracy is not subject to ~~BA~~VZ's control). 911/E911 Automatic Location Identification Database Updates (integrity of ~~BA~~VZ electronic systems handling and storing data): Parity with ~~BA~~VZ Retail (excluding ~~BA~~VZ order errors for non-Flow-Through orders and CLEC errors). Directory Listing Database Updates (integrity of ~~BA~~VZ electronic systems handling and storing data): Parity with ~~BA~~VZ Retail (excluding ~~BA~~VZ order errors for non-Flow-Through orders and CLEC errors).

Function:		
OD-3 DA Database Update Accuracy		
Definition:		
Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to ~~BA~~VZ is compared to the Directory Assistance database following completion of the update by ~~BA~~VZ. An update is "completed without error" if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.		
Methodology:		
This measurement will be performed using statistically valid samples.		
Exclusions:		
None.		
Formula:		
[(Number of updates completed without error) / (Number of updates completed)] x 100		
Performance Standard:		
Metric OD-3-01: Parity with ~~BA~~VZ Retail.		
Report Dimensions:		
Company: • ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
OD-3-01	**% Directory Assistance Update Accuracy**	
Calculation	Numerator	Denominator
	Number of updates completed without error.	Total number of updates completed.

General (GE)

Function:		
GE-1 Directory Listing Verification Reports		
Definition:		
This metric measures the percentage of directory listing verification reports transmitted on or before the due date. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in ~~BA~~VZ's CLEC and Reseller Handbooks.		
Exclusions:		
• Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory.		
Performance Standard:		
95% of directory listing verification reports transmitted on or before the due date.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
GE-1-01	% of Directory Listing Verification Reports Furnished On-Time	
Calculation	**Numerator**	**Denominator**
	Number of directory listing verification reports due in the reporting period that are transmitted on or before the due date.	Total number of directory listing verification reports due in the reporting period.

Function:		
GE-2 Poles, Ducts, Conduit and Rights of Way		
Definition:		
This metric measures the percentage of requests for access to ~~BA~~VZ poles, ducts, conduit and rights of way, for which a response stating whether access will be granted is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the date 45 days after ~~BA~~VZ's receipt of the request.		
Exclusions:		
• Requests for access where the requesting party has agreed to receive a response to the request more than 45 days after ~~BA~~VZ's receipt of the request.		
Performance Standard:		
Parity with ~~BA~~VZ Retail.		
Report Dimensions		
Company: • ~~BA~~VZ Retail • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
GE-2-01	% of Access Request Responses Transmitted On-Time	
Calculation	**Numerator**	**Denominator**
	Number of access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.

Function:		
GE-3 Bona Fide Request Responses		
Definition:		
This metric measures the percentage of bona fide requests ("BFRs") for access to UNEs, for which a response stating whether the requested access will be offered is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the due date specified in the CLEC's interconnection agreement with ~~BA~~VZ or such later date as may have been agreed to by the CLEC and ~~BA~~VZ.		
Exclusions:		
• None.		
Performance Standard:		
No standard. Not included in Performance Assurance Plan Payments.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • ~~BA~~VZ Affiliate Aggregate • ~~BA~~VZ Affiliate Specific	Geography: • State	
Sub-Metrics		
GE-3-01	% of BFR Responses Furnished On-Time	
Calculation	**Numerator**	**Denominator**
	Number of BFR access request responses due in the reporting period that are transmitted on or before the due date.	Total number of BFR access request responses due in the reporting period.

Glossary

~~BA~~VZ Administrative Orders	Orders completed by ~~BA~~VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for ~~BA~~VZ official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
~~BA~~VZ Affiliate	"~~BA~~VZ Affiliate" means a person that (directly or indirectly) controls, is controlled by, or is under common control with, ~~BA~~VZ, and that orders services, UNE or interconnection from ~~BA~~VZ.
Basic Front-End Edits	Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include: State Code must equal DE, DC, MD, NJ, PA, VA, WV; CLEC Id cannot be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via ~~BA~~VZ Change Control procedures.
Business Day	Monday through Friday, excluding Holidays.
CLEC Trunks	As used in Metrics PR-4, PR-5, PR-6, PR-8, MR-2, MR-4 and MR-5, "CLEC Trunks" includes: (1) CLEC to ~~BA~~VZ Trunks provided by ~~BA~~VZ to CLECs; and, (2) ~~BA~~VZ network facilities connecting ~~BA~~VZ to CLEC Trunks to the ~~BA~~VZ network.
Collocation Milestones	~~BA~~VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. An implementation schedule will be developed outlining milestones. ~~BA~~VZ and the CLEC shall work cooperatively in meeting milestones as determined during the joint planning process. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).

Completion Date	Except for Metric PR-2, the date noted on the service order as the date that all physical work is completed as ordered.
Complex Services	For Retail and Resale, ISDN BRI. For Retail ~~and~~ ADSL service. For UNE, 2 Wire Digital Services (2 wire digital loops and ISDN BRI switch ports), and 2 Wire xDSL Services (2 wire xDSL loops and 2 wire xDSL Line Sharing).
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a ~~BA~~VZ end user to a CLEC completed with manual coordination by ~~BA~~VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.
CPE	Customer Premises Equipment

Dispatched Orders:	An order requiring the dispatch of a ~~Bell Atlantic~~Verizon Field technician outside of a ~~Bell Atlantic~~Verizon Central Office. Intervals differ by line size.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
Flow-Through Orders	Orders received through the electronic ordering interface (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a ~~BA~~VZ service representative to type an order into the service order processor.
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
No-Dispatch Orders	Orders completed without a dispatch outside a ~~Bell Atlantic~~Verizon Central Office. Includes orders with translation changes and dispatches inside a ~~Bell Atlantic~~Verizon Central Office.
OSS	Operations Support Systems
Parity with ~~BA~~VZ Retail (CLEC to ~~BA~~VZ Trunks, and CLEC Trunks)	For CLEC to ~~BA~~VZ Trunks provided by ~~BA~~VZ to CLECs, and CLEC Trunks, "Parity with ~~BA~~VZ Retail" is determined by comparing ~~BA~~VZ's performance with regard to such trunks and facilities to ~~BA~~VZ's performance with regard to IXC Feature Group D trunks provided by ~~BA~~VZ to IXCs.
Performance Assurance Plan Payments	Credits, billing adjustments, remedies, damages, liquidated damages, penalties, financial incentives, and any other payments, that ~~BA~~VZ is obligated to provide or pay under the Commission's order in Joint Petition of Nextlink Pennsylvania, Inc., et al., Docket No. P-00991643 (December 31, 1999), (including, but not limited to, under Tiers I through III of the "Incentive Plan" discussed at Pages 158 through 161 of the order), under the Commission's orders in Joint Petition of Nextlink Pennsylvania, Inc., et al., Docket Nos. P-00991648, P-00991649 and P-00991643, or under other orders of the Commission.
POTS Services	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex and PBX trunks. POTS does not include Complex Services.
PON	*Purchase Order Number:* Unique purchase order provided by CLEC to ~~BA~~VZ placed on Local Service Request ("LSR") or Access Service Request ("ASR") as an identifier of a unique order.
POTS Platform	The Analog POTS Platform as defined in ~~BA~~VZ Tariff Pa. P.U.C.-No. 216.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA), or request out of the ordinary requiring special coordination, such as rearrangements, is considered a project.
Reject	An order is rejected when there are omissions of or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non-access service. Excludes trunks (CLEC to ~~BA~~VZ Trunks, CLEC Trunks, ~~BA~~VZ to CLEC Trunks). IOF and EEL are separately reported for provisioning.

Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, ~~BA~~VZ is awaiting carrier acceptance, or ~~BA~~VZ is denied access.
Suspend for non-payment and associated restore orders.	Includes: (a) orders to suspend ~~BA~~VZ Retail customer service for non-payment and to restore service suspended for non-payment; and, (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to ~~BA~~VZ as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to ~~BA~~VZ's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for ~~BA~~VZ to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
2 Wire Digital Loop	2 wire unbundled digital loop that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop with less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in ~~Bell Atlantic~~Verizon's central office where the end user is served. The 2-wire digital – ISDN BRI loop currently offered by ~~Bell Atlantic~~Verizon is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps).
2 Wire Digital Services	For Retail and Resale, ISDN BRI service. For UNE, 2 wire digital loops and ISDN BRI switch ports.
2 Wire xDSL Services	For Retail ~~and Resale~~, ADSL service. For UNE, 2 wire xDSL loops and 2 Wire xDSL Line Sharing.